



G-Cloud 14

**Service Definition Document – Artificial Intelligence (AI)
Strategy Advisory and Operations Services**



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Scope of Services

Wipro's Artificial Intelligence (AI) Strategy Advisory and Operations Services are designed to empower organizations to harness the transformative power of AI, aligning with their strategic objectives and operational needs. Our service offers a comprehensive suite of solutions that **facilitate the seamless adoption and integration of Generative AI into business processes, driving innovation, operational excellence, and sustainable competitive advantage.**

At the core of our service is the **strategic planning for AI adoption**, where we work with clients to develop a clear and actionable AI roadmap. This roadmap is tailored to the organisation's unique goals and challenges, ensuring that AI initiatives are strategically aligned and poised to deliver maximum value. We provide expert guidance on deploying Generative AI tools and technologies, helping clients navigate the complex landscape of AI solutions to find the right fit for their needs.

Our **custom AI solution design and implementation** services are crafted to address specific business problems, enabling organizations to leverage AI for enhanced decision-making and process optimization. By integrating Generative AI into existing workflows and systems, we ensure that AI becomes a natural extension of the business, augmenting human capabilities and improving operational efficiencies.

Wipro's service is **underpinned by advanced analytics and data-driven insights**, which empower clients to make informed decisions based on accurate and timely information. We also prioritize the continuous monitoring and optimization of AI systems to ensure they evolve in line with changing business requirements and technological advancements.

Recognizing the importance of **human capital in the AI journey**, we offer AI talent development and upskilling programs to build an AI-centric culture within the organization. Our facilitation of cross-functional collaboration maximizes the benefits of AI across the enterprise, breaking down silos and fostering innovation.

Our **scalable AI infrastructure planning and deployment services** ensure that clients have a robust and flexible foundation to support their AI initiatives. Moreover, our 'privacy by design' approach ensures that AI projects are conceived with data protection and privacy considerations at the forefront, mitigating risks and building trust.

In summary, Wipro's AI Strategy Advisory and Operations Services provide organizations with the **strategic insight, technical expertise, and operational support** needed to thrive in the digital era. Our services accelerate digital transformation, streamline operations, and enhance competitive advantage through the strategic application of AI, all while ensuring compliance with regulatory and ethical standards.

The scope of services includes:

- **AI Strategy Development:** Assisting organizations in defining their AI vision and strategy aligned with their business objectives.
- **AI Use-Case Identification:** Identifying and prioritizing AI use-cases that can deliver maximum value to the organization.

- **AI Solution Design and Implementation:** Designing AI solutions tailored to the specific needs of the organization and overseeing their implementation.
- **AI Governance:** Establishing frameworks for the ethical and responsible use of AI within the organization.
- **AI Capability Building:** Enhancing the AI skills and capabilities of the organization's workforce through training and development programs.
- **AI Innovation Workshops:** Conducting workshops to ideate and explore new AI-driven opportunities.
- **Data Strategy and Management:** Advising on data governance, quality, and architecture to support AI initiatives.



Approach

Wipro's approach to partnering with clients on Artificial Intelligence (AI) services is a comprehensive journey from conceptualization to implementation and beyond. This journey is characterized by a deep collaboration, a focus on value creation, and a commitment to delivering sustainable AI solutions that align with the client's strategic objectives.

To assess and realise value at scale, Wipro applies an iterative approach to AI strategy and implementation that goes through three phases.

Incubate

We start with what we call the "Incubate" phase. This is an accelerated phase where we aim to quickly demonstrate the potential value of AI and build momentum within your business. We conduct a thorough value chain analysis to understand where AI can have the most significant impact, to prioritize the right opportunities from the start.

Next, we perform a Responsible AI assessment. This ensures that as we move forward, we're considering the ethical, governance, and security aspects that are foundational to any AI deployment. The type of initiative you pursue will determine what safeguards you need to plan for.

We then move into Proof of Value experiments. These are small, focused tests where we validate the concepts and start to build momentum. It's about proving that the AI use cases can deliver before we scale up.

And finally, we develop a strategic roadmap, a blueprint for developing and scaling the chosen AI uses cases.

Accelerate

Once we have our roadmap, we enter the "Accelerate" phase. Here, we build on the successful Proof of Viability (PoV) experiments with targeted pilots and figuring out how those can fit into the bigger picture of your business. It's an iterative process, seen as a loop here, where we refine and improve as we learn.

We start with service and process design, envisioning and understanding the end-to-end journey and how AI fits into it. This informs the future state models and architecture we'll need to build and integrate.

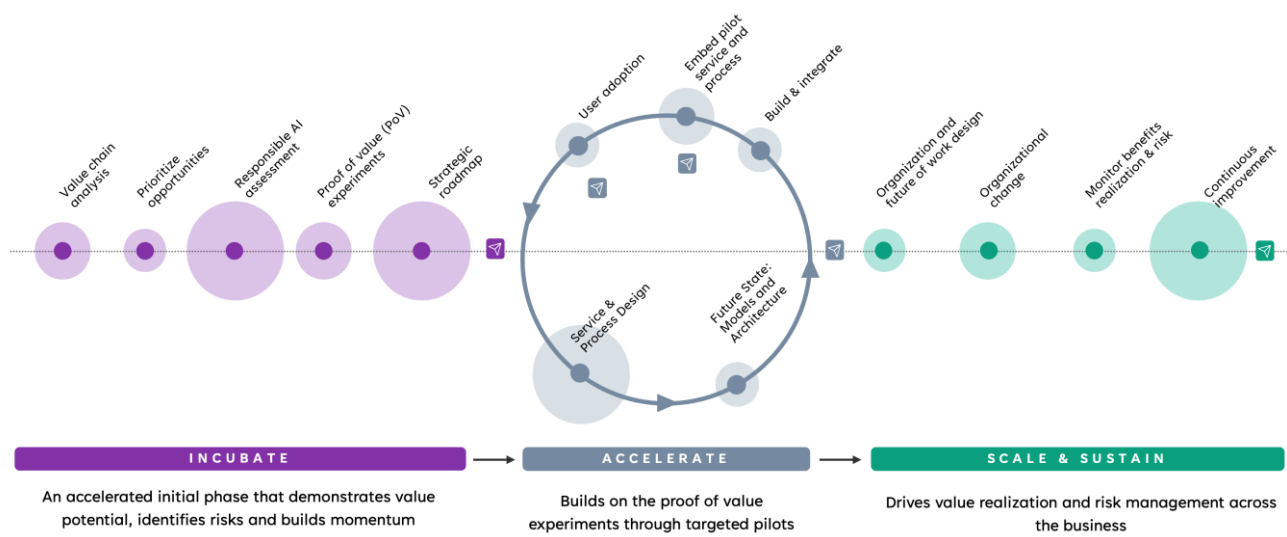
The key here is embedding these pilot services and processes into your business and focusing on user adoption. We want to ensure your team is comfortable with the new tools, understands the benefits, and is fully on board.

Scale & Sustain

In the "Scale & Sustain" phase, we're looking to firmly integrate the new AI initiatives into your organization. We start with "Organization and future of work design," which is about aligning AI

with your team structures and workflows. Next, we tackle organizational change, ensuring your team is fully prepared and on board with the new AI-driven processes.

We then monitor benefits realization and risk, to ensure the AI implementation is delivering the expected value and to identify any areas that need adjustment. Finally, continuous improvement is making sure that you keep evolving and enhancing the AI-enabled systems and processes to meet changing conditions and business needs.

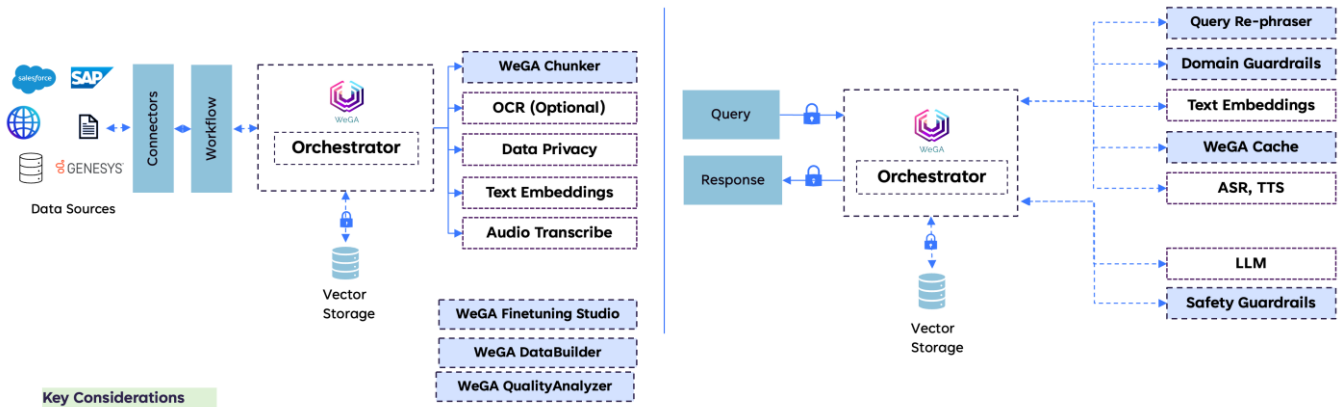


Assets, Tools & Accelerators

Wipro leverages a suite of proprietary assets, tools, and accelerators to expedite the delivery of AI services and ensure successful outcomes:

- **Maturity Model Assessment:** classifies businesses into four levels of AI integration and impact: Moderators (beginners with limited AI use), Operators (wide but shallow AI adoption), Mavericks (innovative but not scalable), and Vanguarders (advanced and impactful AI use).
- **Responsible AI Assessment:** comprehensive tool designed to evaluate the risk level associated with a particular AI system to help organizations understand the risk level of their AI and consequently determine what controls need to be implemented.
- **Generative Artificial Intelligence (GenAI) Value Accelerator:** to comprehensively assess each initiative across the 3 lenses – Business, Technology & Risk.
- **Wipro GenAI Platform:** designed to harness the power of various Large Language Models (LLMs) to give you more flexibility and efficiency.
- **GenAI Executive Dashboard:** This dashboard provides a comprehensive, single-pane view of all your AI initiatives, with 99.95% real-time updates. This means you're always working with the most current data when making decisions.
- **Transformation Lifecycle Management:** This feature helps you manage your AI initiatives throughout their entire lifecycle, from incubation to acceleration and scaling, and we've seen it deliver 95% of initiatives on time and first-time-right.
- **Benefits Management:** This lets you measure forecasted benefits and track actual costs as they accrue. This aspect of the tool is particularly robust, with a variance of less than 5-8% between forecasted and actual figures.
- **GenAI Operations & Command Center:** The Operations & Command Center within GVA provides autonomous GenAI operations and SLA-driven exceptions management. It achieves an impressive 85-90% rate of straight-through processing, which means that the vast majority of operations are completed without manual intervention or reprocessing.
- **Industry-Specific AI Models:** Pre-built AI models tailored to specific industry verticals, reducing the time to market for AI solutions.
- **AI Governance Toolkit:** A set of guidelines and best practices for establishing ethical and responsible AI governance within the organization.
- **AI Innovation Ecosystem:** Access to a network of AI start-ups, academic institutions, and research labs to foster innovation and collaboration.
- **AI Training Modules:** Customizable training programs to upskill the organization's workforce in AI technologies and methodologies.
- **Wipro Enterprise GenAI Studio (WeGA Studio):** a comprehensive AI framework, enhancing large language models (LLMs) with accelerators to address real-world enterprise challenges. The studio customizes AI models and platforms, ensuring performance, governance, and compliance, while also developing applications that leverage GenAI's full potential across various business functions. WeGA Studio's ecosystem, which includes partnerships with industry leaders, enables rapid AI deployment, providing significant ROI and competitive differentiation without the need to develop solutions from scratch.

WeGA Architecture



Key Considerations



Enable **enterprise grade security** for Gen AI models hosted on enterprise cloud or on-premise, with encryption, access control and subscription level isolation for all data including customized model, prompts, data for training and responses



Transparency framework using stored embeddings to trace response to training document



WeGA Data Chunker and Query Rephraser use Wipro's proprietary technology to analyze documents and extract structures. Contextualizes query based on metadata and history. Helps reduce hallucination and improve accuracy.



Domain guardrails to filter and allow only relevant requests to specific app



WeGA Cache maintains tier based customized cache for every task, thus ensuring low latency response.

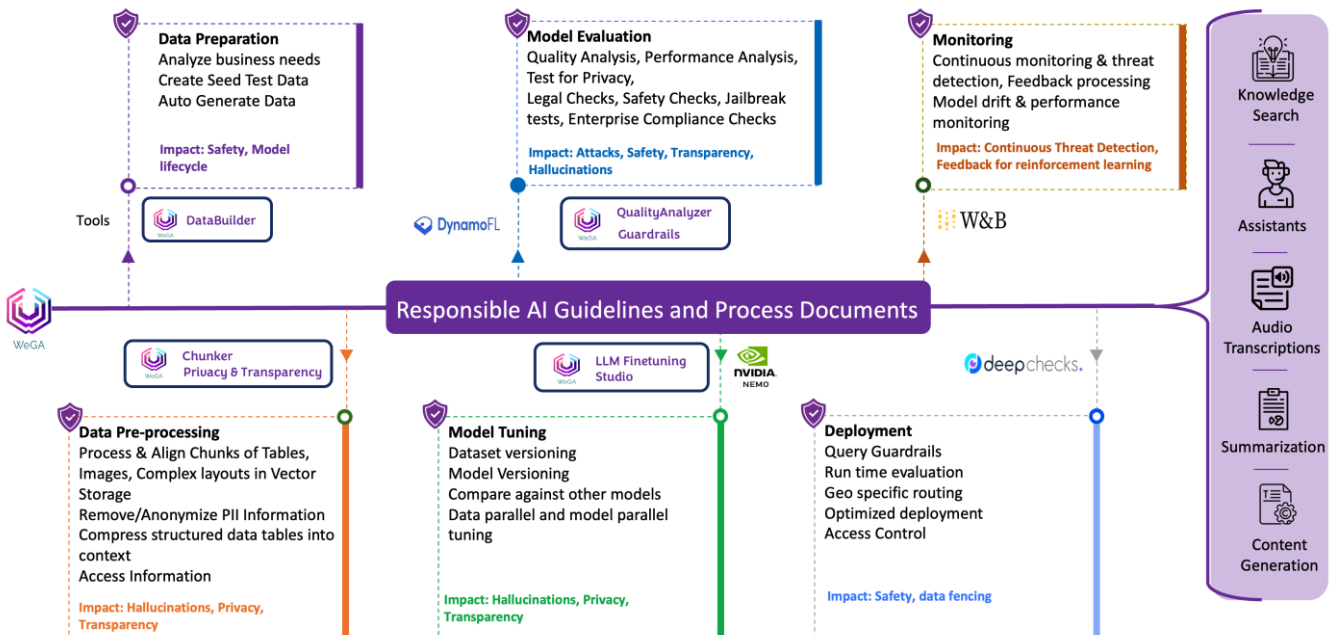


LLM Finetuning Studio Helps manage training datasets, LM versions and accuracy results.



WeGA DataBuilder helps in preparing data for Gen AI including test data sets. **QualityAnalyzer** helps in evaluating the quality of responses in an automated manner.

WeGA Responsible AI Framework



Contact Us

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About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.

